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Security Officer

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Company: Four Seasons Hotels and Resorts

Location: İstanbul

Category: other-general

About Four Seasons:

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

About the location:

An intimate oasis in Istanbul's oldest district. Indulge in serenity within Istanbul's historic Sultanahmet district. Our neoclassical residence, steeped in century-old heritage, is just steps from iconic landmarks such as the Blue Mosque and Hagia Sophia. Under the attentive care of our Four Seasons team, you'll find a space where history harmonizes with contemporary comfort. Enveloped by the melodies of birdsong in our courtyard, you'll be transported to a world of enduring elegance and charm.

1. Patrols the interior and exterior of the hotel and confronts any situations or persons that

require investigations.

2.Handles and document guest/employee accidents, guest room lock problem, and noise complaints, lost& found items, exit pass, after storeroom entry and any questionable individuals on the premises.

3.Knows Winlock procedures, alarm system, and fire protection.

4.Knows EI-Safe procedure including service openings, decoding and safe interrogations.

5.Performs to conduct VIP escorts in a professional and courteous manner.

6.Ensures that chemicals are properly labeled, stored & used as directed by the hotel's hazardous material program.

7.Monitors process and quickly adjust schedule according to changing priorities, understands evolving dynamics and responds proactively.

8.Ensure that both guests and staff are in a safe, secure and health conscious environment.

9.Assists in implementing preventive safety and security programs.

10.Finds solutions to challenges while remaining calm.

11.Constantly seeks better ways to serve guests and implement solutions.

12.Provides a genuine and consistent level of exceptional service, makes the guest feel special.

13.Remains calm and attentive, and displays concern regardless of the circumstances.

14.Proactively offers to work additional shifts or hours in light of organizational demands.

15.Looks for continuous improvement opportunities and offers to take action, when appropriate, without being asked.

16.Actively works with peers, subordinates, supervisor and senior management to build relationship based on trust and acceptance.

17.Perform tasks to serve guest better regardless of his or her role (or department).

18.Take an active role in the implementation of the hotel's fire plan including the General Communication Center, the Command Post, all technical equipment and the roles each employee/manager plays.

19.Develops different approaches to his or her work and discusses these ideas with management before implementation.

20.Anticipates the guests' (stated and unstated) needs and finds pride and purpose in providing exceptional service and product; acknowledges guest's personal preferences and exceeds expectations.

21.Proactively provides frequent, candid communication to foster trust and maintain integrity.

22. Consistently completes required department/individual projects.

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